

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

FIRST-CLASS MAIL AND PERIODICALS  
SERVICE STANDARD CHANGES, 2021

Docket No. N2021-1

**UNITED STATES POSTAL SERVICE NOTICE OF FILING DECLARATION OF  
UNITED STATES POSTAL SERVICE WITNESS STEVEN MONTEITH**  
(June 15, 2021)

The United States Postal Service hereby furnishes the attached declaration of Steven Monteith to clarify a response offered during oral cross-examination during the hearing held on June 9, 2021 at Tr. 1/95.

UNITED STATES POSTAL SERVICE

By its attorneys:

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June 15, 2021

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**DECLARATION OF  
UNITED STATES POSTAL SERVICE WITNESS STEVEN MONTEITH**

I, Steven W. Monteith, hereby declare as follows:

1. I am the Chief Customer & Marketing Officer and Executive Vice President at the United States Postal Service. I have submitted testimony in the Postal Regulatory Commission Docket No. N2021-1.
2. I submit this declaration to correct my response raised during my cross-examination at the hearings in this docket on June 9, 2021, at Tr. 1/95.
3. Mr. Carlson asked several questions regarding a chart that appears in Attachment 1 of my direct testimony. Tr. 1/92:11-96:5. The chart appears on a slide entitled "USPS' performance on three of the top five drivers of mail satisfaction has declined from last quarter" and the chart is entitled "USPS' Performance on Top 5 Drivers of Satisfaction."
4. Mr. Carlson asked if I could confirm that "51 percent of the respondents potentially indicated both that they wanted consistent delivery of mail when expected and fast delivery." Tr. 1/95:13-16. I replied that I could not confirm that respondents potentially wanted both fast delivery and consistent delivery of mail when expected. Tr. 1/95:17-18. I further responded that I could confirm that 51 percent of respondents found fast mail delivery to be important and 55 percent found that "delivers the mail when expected" important. Tr. 1/95:18-21.
5. Upon review of the transcript, I noticed the second part of my response is incorrect. The chart provides data on the Postal Service's performance for the top five drivers of customer

satisfaction. Thus, my response confirming that 51 percent of respondents found fast delivery important and so forth is incorrect. Instead, I should have confirmed that 51 percent of respondents found that USPS provides fast delivery, and 55 percent found that USPS consistently delivers the mail when expected.

6. To be clear, that portion of my response where I do not confirm Mr. Carlson's question was correct, and this Declaration should be not be construed as modifying that response.

Pursuant to 28 U.S.C. § 1746, I declare under penalty of perjury that the foregoing is true and correct.

Executed this 15 day of June 2021 at Washington, DC.

A handwritten signature in cursive script, reading "Steven W. Monteith".

Steven W. Monteith